

REQUESTING CONNECTION TO EXTERNAL SITE

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PURPOSE

To establish procedure for ITS customer to request that a connection be established between the ITS Wide Area Network (WAN) and any entity other than Utah state agencies, political subdivisions of the state or quasi-governmental agencies.

SCOPE

This procedure applies to ITS customers.

BACKGROUND

This procedure is being established to clarify the method that ITS customers use to set up a communication link between external site and the ITS WAN.

PROCEDURE

Responsibility / Action

ITS Customer

1. Complete Connection with External Site Request Form, obtain authorization signature from agency IT Manager and route to ITS Operations—COTS, 6000 State Office Building, Salt Lake City, Utah 84114, Attn: COTS—CMC.

COTS Organization Within ITS

2. Receive request form, acknowledge receipt of form to requesting agency.
3. Verify that information on form is complete and that form is approved by agency IT manager.
4. If form is not complete, call requestor and collect missing information.



5. If form is not signed by agency IT manager, contact IT manager to verify that the manager has approved the request.
6. Schedule initial conference between ITS Network, ITS Operations, ITS Software Management Support, ITS Data Security, requesting agency personnel and the external site personnel. Notify all parties and distribute copies of the Agency request.
7. Facilitate initial conference, record and distribute results.
8. Schedule and facilitate follow-up meeting(s) to finalize expected outcomes of initial conference if needed.

ITS Network Support

9. Review agency requirements for network connectivity and negotiate network configuration in the initial conference which is supportable by ITS and which meets the needs of the agency.
10. Participate in follow-up meeting(s), if needed, to finalize proposed network configuration.
11. Document planned network configuration for distribution to customer and other supporting organizations.
12. If performance requirements are present which involve the network, document performance levels which can be provided.
13. If on-going network support is required, document network support responsibilities.

ITS Software Mgt Ser Supt.

14. Review agency requirements for software, CICS definitions, application availability, performance, security, etc. and negotiate software configuration, if needed, in the initial conference which is supportable by ITS and which meets the needs of the agency.
15. Participate in follow-up meeting(s), if needed, to finalize proposed software configuration.



16. Document software changes needed, and list applications and software, if any, which are needed to support availability.
17. If performance requirements are present which involve the mainframe, document performance levels which can be provided.
18. If ongoing software support is required, document Software Management Services (SMS) responsibilities for that support.
19. Document security requirements for the link.

ITS Operations Support

20. Review agency requirements and negotiate any operational issues during the initial conference.
21. Participate in any follow-up meeting(s) necessary to finalize the customer's request.
22. If performance requirements are present which involve operational support, document performance levels which can be provided.
23. Document ITS Operations ongoing support responsibilities. Document all information relating to billing and forward to Administration/Finance.

ITS Customer

24. Participate in initial conference and any needed follow-up meeting(s), providing representation from external site organization.
25. Clarify request to ITS.
26. Negotiate needed requirements with ITS.
27. Document agency and external site support responsibilities and distribute the documentation to ITS.

COTS Organization Within ITS

28. Gather documentation including proposed network configuration, proposed software configuration, proposed availability, proposed performance levels and proposed support responsibilities by organization.



29. Schedule time on the agenda of the next ITS first-level management meeting to present proposed connection.
30. Gain approval for proposed connection from ITS management.
31. Notify customer in writing of approval/no approval from ITS management. Include a copy of all collected documentation for final review by the agency.

ITS Customer

32. Receive notification from ITS of approval to proceed.
33. Conduct final review of proposed work and support to ensure correctness. Inform ITS of any discrepancy in the documentation.
34. Notify COTS that work necessary to establish the connection can be completed.

